Data sheet

HP Proactive Care Advanced Service

HP Services

HP Proactive Care Advanced Service expands on HP Proactive Care Service and is designed to help you maximize the benefits of IT investments, maintain IT infrastructure stability, achieve business and IT project objectives, reduce operational costs, and free your IT staff for other priority tasks. Your assigned HP Account Support Manager (ASM) provides personalized technical and operational advice, including HP best practices gleaned from HP's broad support experience. HP Proactive Care Advanced can help to save you time with real-time monitoring and analysis of your devices that are connected to HP, creating personalized proactive reports with recommendations to help prevent problems in your IT infrastructure. Your ASM can also arrange specialist technical advice and assistance to complement your IT skills to assist with specific projects, performance improvements, or other technical needs.

Should an incident occur, reducing business impact requires a swift and comprehensive response. An HP Technical Solution Specialist (TSS) delivers an enhanced call experience intended to provide fast incident resolution. For severity 1 incidents, a Critical Event Manager (CEM) is assigned to drive the case and provide you with regular status and progress updates.

HP Proactive Care Advanced uses HP Remote Support Technology[1] to monitor devices and collect data, enabling faster delivery of support and services. Running the current version of HP Remote Support Technology is required to receive full delivery and benefits from this support service.

[1] HP Remote Support Technology refers to HP proprietary service tools used to connect HP products to HP for service delivery, including HP Insight Remote Support, HP STaTS, and HP Direct Connect.

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Service benefits

HP Proactive Care Advanced can help you to manage your infrastructure with features designed to provide:

- Increased accountability and personalization through an assigned ASM, who will work with your IT team to share HP best practices and specific technical advice relevant to your IT needs and projects
- Faster incident resolution from specially trained, solution-oriented advanced resources who manage the case from start to finish
- A CEM assigned to severity 1 incidents to drive faster resolution and provide regular progress updates to keep you informed
- Recommendations for firmware version and software patching on supported products to help prevent problems[2]
- Identification of risks and issues through regular device-based proactive scans that help ensure that configurations are consistent with HP best practices[2]
- Access to technical advice and services from HP specialists to augment your team with specific skills and capabilities

HP Proactive Care Advanced includes credits that you can use to select and fund the specialized service assistance you need, when you need it. You can choose from a range of predefined technical services on the HP Proactive Select menu, or your ASM can work with you to define the specific advice or assistance you need. More information on Proactive Select can be found at hp.com/services/proactiveselect.

[2] Requires the Customer to install and operate HP Remote Support Technology with the data collections function enabled for delivery.

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Service features

Table 1. Service features overview.

HP support resources (see table 2 for details)	• Account Support Manager (ASM) • Technical Solution Specialist (TSS) • Critical Event Manager (CEM) • Customer Engineer (CE)
Problem prevention and personalized technical expertise (see table 3 for details)	• Firmware and Software Version Report[3] • Proactive Scan Report[3] • Incident Report • Report distribution • Credits for technical advice and services • Support planning and reviews • HP Remote Support Technology
Incident management (see table 4 for details)	• Enhanced call handling • Enhanced critical incident management • Automatic call logging capability[3] • Basic Software Support and Collaborative Call Management for selected non-HP software on eligible HP hardware products • Knowledge database and HP Support Center access • Replacement parts and materials • Access to firmware updates (for eligible products)
Incident management service levels (see table 4 for details)	• Hardware reactive support choices at three levels: – HP Next Business Day Proactive Care Advanced Service – HP 4-hour 24x7 Proactive Care Advanced Service – HP 6-hour Call-to-Repair Proactive Care Advanced Service • Software reactive support: – 24x7 software support – Software product and documentation updates – License to use software updates if purchased from HP – HP recommended software and documentation updates method
Optional additional features for HP Proactive Care Advanced with defective media retention services (see table 4 for details)	• Defective media retention • Comprehensive defective material retention
Optional additional access to technical expertise (see table 5 for details)	• Proactive Select and Technical Services

[3] Requires the Customer to install and operate HP Remote Support Technology with the data collections function enabled for delivery.

Specifications

Table 2. HP support resources.

Feature	Delivery specifications
Support resources	The Customer has access to the following trained technical specialists.
Account Support Manager (ASM)	The Account Support Manager is an account assigned resource who collaborates with the Customer to understand their specific needs and tailor their support experience accordingly. The ASM can draw on specialist resources as required to help address the Customer's needs. HP Remote Support Technology is used to provide the Customer with scheduled product-based proactive reports. The ASM will discuss these reports and recommendations with the Customer during local HP business days and hours, excluding HP holidays. The ASM may deliver services onsite or remotely, at HP's discretion.
Technical Solution Specialist (TSS)	Technical Solution Specialists provide remote incident support and handle cases from call receipt to call closure. A TSS may engage additional specialist resources, as required, to help achieve resolution. The TSS will remain engaged from case creation through to closure to help ensure a consistent end-to-end support experience for the Customer.
Critical Event Manager (CEM)	Critical Event Managers are assigned to severity 1 cases, as defined in the **General provisions/Other exclusions** section. A CEM is a call center resource who is responsible for managing the incident process, organizing additional resources as required, managing the escalation process, and providing regular updates to the Customer. The assignment of a CEM is intended to accelerate incident resolution and improve Customer communication.
Customer Engineer (CE)	Customer Engineers provide onsite hardware repair when required to resolve an incident. For Next Business Day and 24x7 HP Proactive Care Advanced service-level customers, the next available CE will respond. 6-hour Call-to-Repair HP Proactive Care Advanced service-level customers will have an Assigned CE who will respond to incidents, if they are available. If they are not available, the incident will be directed to the next available CE.

Table 3. Problem prevention and personalized technical expertise.

Feature	Delivery specifications
	HP will publish a set of reports covering the devices under the HP Proactive Care Advanced support agreement. These reports will be published to the HP Support Center for the Customer to access. HP Remote Support Technology is used to capture the necessary revision and configuration data to enable analysis and report creation. Following the publication of a report, the ASM will review the report with the Customer at an agreed time during HP local business hours to help ensure that there is a clear understanding of the implications of any detected issues, along with prioritization of recommendations contained within the report.
Firmware and Software Version Report	IT reliability and stability can be impacted by the levels of the Customer's software and firmware revisions. Twice a year, HP reviews the products under the HP Proactive Care Advanced contract to verify that they are at recommended revision levels. HP provides the Customer with a report containing recommendations for applicable software versions, patches, and firmware revisions for each covered device. The ASM will review these recommendations with the Customer. HP performs the following core deliverables using HP Remote Support Technology as part of the firmware and software version recommendation activity.[4] **Firmware version recommendations** The report will indicate the installed and recommended firmware revisions for the devices covered by the HP Proactive Care Advanced contract. The firmware analysis is limited to those covered devices. Installation is also provided for firmware defined by HP as non-customer installable. HP will install these firmware updates, if requested by the Customer, during the related hardware device support coverage window at no additional charge to the Customer. If HP determines that the firmware update is designed for remote installation, then additional charges may be applied for onsite installation of the non-customer-installable firmware updates. HP can provide telephone support for firmware defined as customer installable during the related hardware device support coverage window. The Customer can purchase additional services to install customer-installable firmware. **Software version recommendations** HP will provide the Customer with patch analysis and update recommendations for all supported server operating systems, virtualization software, or software required to operate storage devices that are covered under HP Proactive Care Advanced support.[5] Update recommendations are provided by comparing the Customer's current version information against the latest supported releases. HP Proactive Care Advanced provides the Customer with HP's general recommendations, which are intended to address critical gaps with individual devices or products. HP can provide telephone assistance, if requested, to help with the installation of software patches for supported software. The Customer can purchase additional services to have HP install supported software revisions and patches. For select operating systems or virtualization software[5] that is not directly covered by an HP Proactive Care Advanced agreement but is running on an underlying server covered by HP Proactive Care Advanced support, HP will provide an annual report indicating the latest software revisions available. Please consult an HP representative or authorized HP channel partner for more details.

[4] Requires the Customer to install and operate HP Remote Support Technology with the data collections function enabled for delivery.

[5] A list of HP Proactive Care Advanced supported products with selected operating system and virtualization software can be found at hp.com/go/proactivecareadvancedtechnology.

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Table 3. Problem prevention and personalized technical expertise (continued).

Feature	Delivery specifications
Proactive Scan Report	Twice a year, HP performs a proactive scan of HP Proactive Care Advanced supported devices in the Customer's computing environment. For HP servers and certain storage and networking products, this service provides a technical device assessment that is designed to help identify potential system configuration problems before they impact the Customer's business operations. HP Remote Support Technology is used to collect, transport, and analyze configuration and revision data to identify trends, revisions, or parameters that may impact operation. This analysis uses diagnostic tools and processes to compare the devices to HP management best practices or support advisories. HP then prepares a report that details the findings and highlights potential risks and issues that require resolution or investigation, identifies deviations from HP best practices, and recommends a possible course of action to address them.[6] The Customer receives a report for supported HP servers, storage, and networking products. The ASM will review the possible implications and HP's suggested recommendations with the Customer. Implementation of the recommendations is the Customer's responsibility; however, additional assistance can be purchased from HP.
Incident Report	The Customer receives a quarterly report that details the Customer's case history and trends. The ASM will discuss the report content, incident detail, resolution, and longer-term trends with the Customer.
Report distribution	Firmware and Software Version Reports, Proactive Scan Reports, and Incident Reports are provided electronically as part of this service. Through the HP Support Center (HPSC) portal, reports are distributed using security features designed to maintain confidentiality. Reports are published to the Customer's HP Support Center account for access by authorized Customer users.
Credits for technical advice and services	HP Proactive Care Advanced provides access to specialist skills on an as-needed basis. This augments and complements the Customer's own IT team with skills and capacity on a flexible basis. To facilitate this access, 10 credits are included each year of the Customer's support agreement for each configured device. These credits are used to fund technical services, advice, and assistance. A configured device is defined as a chassis device configured with components and software. A list of the categories of configured devices that include credits can be found at hp.com/go/proactivecareadvancedtechnology. Additional credits can readily be purchased, with or during the life of the support agreement, via HP Proactive Select by Customers who find they need more than what is included in the standard offer. Credits included in the HP Proactive Care Advanced agreement are to be used on an annual basis for technical services and assistance on HP Proactive Care Advanced supported products and systems. The ASM will work with the Customer to determine the Customer's preferred use for their credits. These annual credits expire at the end of each year, on the anniversary date of the Customer's Proactive Services Advanced support agreement. Any unused credits cannot be rolled over to the next year of the support agreement and are not refundable.
Support planning and reviews	The ASM and Customer will work together to develop and document a Support Plan. The ASM will consult with the Customer about upcoming IT priorities and map out how the HP deliverables and credit-based services can be used to help provide maximum benefit. Because needs and pressures on the IT department are constantly changing, this process is repeated every six months to help ensure continual alignment and to review what has been achieved. During the semiannual review meetings, the ASM may share HP best practices and provide IT operational and technical advice to help with the support planning.
HP Remote Support Technology	HP Proactive Care Advanced Service uses HP proprietary service tools, which are referred to in this data sheet as HP Remote Support Technology. HP Remote Support Technology is the principal method for delivering event monitoring, automated case creation, and a variety of proactive reports. The current version of HP Remote Support Technology, with the data collections function enabled, is a prerequisite for delivery of HP Proactive Care Advanced Service. If the Customer does not install and operate the current version of HP Remote Support Technology, HP will not provide the Firmware and Software Version Report, Proactive Scan Report, hardware call-to-repair time commitment, remote monitoring, and automated call logging deliverables of Proactive Care Advanced Service. **HP Remote Support Technology installation assistance** HP Remote Support Technology is made available to HP Support customers as a feature of Proactive Care Advanced Service. The Customer is responsible for installing HP Remote Support Technology. In order to help ensure a successful installation of HP Remote Support Technology, HP will provide up to 8 hours of remote technical advice on the installation and configuration of the initial HP Remote Support Technology installation upon the Customer's request. The ASM will discuss this with the Customer at the commencement of the contract to determine if assistance is required and will then help to organize the assistance if it is needed. As part of this activity, HP will explain the features and benefits of HP Remote Support Technology and recommend the appropriate configuration based on the type and number of devices supported in the Customer's HP Proactive Care Advanced environment. To maintain ongoing eligibility for this service, the Customer is responsible for enabling data transfer to HP, correctly adding devices to the configuration, installing future upgrades, and maintaining the Customer contact details configured in the HP Remote Support Technology solution. The Customer acknowledges and agrees to install HP Remote Support Technology during the service startup process.

[6] Requires the Customer to install and operate HP Remote Support Technology with the data collections function enabled for delivery.

Table 4. Incident management.

Feature	Delivery specifications
Enhanced call handling	The Customer can contact HP 24 hours a day, 7 days a week. When the Customer calls with a critical incident, HP aims to either connect the Customer to a TSS or call the Customer back within 15 minutes. The TSS is trained to address issues in complex computing environments and has access to HP's full array of technical knowledge and resources employed with the goal to help rapidly diagnose and resolve issues. In the event that there is a hardware issue requiring onsite service, a CE is dispatched to the Customer's site in accordance with the purchased hardware onsite reactive service level for that affected device. In addition to providing troubleshooting, the TSS employs rigorous case management and escalation procedures and engages additional technical specialists as needed. Hardware support onsite response times and call-to-repair time commitments, as well as software support remote response times, differ depending on incident severity and the purchased onsite coverage level. The Customer determines the incident severity level when logging or confirming a case with HP. Incident severity levels are defined in the **General provisions/Other exclusions** section. Once a service request has been placed and HP has acknowledged[7] receipt of the case, HP will work to isolate the hardware or software problem and to troubleshoot, remedy, and attempt to resolve the problem remotely with the Customer. Prior to any onsite assistance, HP may initiate and perform remote diagnostic tests using innovative automation tools to access covered products, or HP may use other means available to facilitate remote problem resolution. Incident cases for HP connected products using HP Remote Support Technology can be automatically created 24x7. Customers may also report problems to HP via a special access phone number or electronically via HPSC. HP retains the right to determine the final resolution of all reported problems.
Enhanced critical incident management	HP employs integrated case management tools and enhanced escalation procedures to help resolve complex support incidents. For severity 1 incidents, HP will engage a CEM to internally monitor and coordinate the end-to-end process and provide prompt and effective engagement of additional expertise to help accelerate resolution of an incident. The CEM will provide regular progress updates directly to the Customer. For severity 1 incidents, HP may provide a post-incident review at its discretion. This activity helps to identify any suggested improvements that could be made by the Customer or HP, and is intended to help prevent the occurrence of similar incidents, or improve incident handling, in the future. Incident severity levels are defined in the **General provisions/Other exclusions** section.
Automatic call logging capability[8]	For supported devices, automatic call logging capabilities are enabled so that devices will submit service incidents directly to HP using HP Remote Support Technology.[8] Incidents are submitted with "failure data" 24x7 and are responded to within the service level timeframe for the associated device. Where configured, HP Insight Online can provide a single point of visibility to incidents and resolution.
Basic Software Support and Collaborative Call Management for selected non-HP software on eligible HP hardware products[9]	In cases where the Customer has not purchased HP Proactive Care Advanced support on selected non-HP software products that reside on eligible hardware equipment covered by HP Proactive Care Advanced support, HP will provide the Basic Software Support and Collaborative Call Management features as described below, instead of HP Proactive Care Advanced software support as described in the "Software incident support" section of table 4. Basic Software Support on selected non-HP software products is limited to the following: HP will attempt to resolve problems on these products by applying or asking the Customer to apply fixes that have been made available or known to HP. In some cases, support may be limited to communication of a known fix available through the installation of a software update or patch, and the Customer will be directed to available sources for the applicable updates or patches because access to the known fix requires additional service contracts with the respective software vendor. If the problem is still not resolved, then Collaborative Call Management can be initiated at the Customer's request. Basic Software Support is available 24 hours per day, 7 days per week. If HP determines that a problem is caused by a selected independent software vendor's (ISV) product and the problem is not resolved by the Customer applying known available fixes, HP will, at the Customer's request, initiate Collaborative Call Management with the ISV. Collaborative Call Management can be provided only in cases where Customers have appropriate active support agreements in place with selected ISVs and the Customer has taken the steps necessary to ensure that HP can submit calls on the Customer's behalf for the limited purpose of placing a support call with the vendor. HP will engage the ISV and provide information about the Customer's issue, as obtained during the Basic Software Support service call. HP will make the TSS available for a telephone conference with the ISV as the preferred engagement method, but the process is subject to vendor participation and may vary by ISV. Once the call has transitioned to the ISV, it is then the responsibility of the ISV to resolve the Customer issue. Once the call is transitioned to the ISV, the call will be subject to the support levels of the agreement between the Customer and that ISV. Once the ISV is engaged, HP will close the HP call, but the Customer or ISV can resume the service issue with HP if needed by referencing the original call identification number.

[7] Please see the "General provisions/Other exclusions" section for more details.

[8] Requires the Customer to install and operate HP Remote Support Technology with the data collections function enabled for delivery.

[9] For a list of the non-HP software products eligible for Basic Software Support and Collaborative Call Management, please refer to hp.com/go/collaborativesupport. In addition to the products covered on this list, any additional ISV products and variations on these deliverables are noted at hp.com/go/proactivecareadvancedtechnology.

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Table 4. Incident management (continued).

Feature	Delivery specifications
Knowledge database and HP Support Center access	HP provides access to HPSC as part of HP Proactive Care Advanced Service. HPSC is HP's next-generation support portal that provides a helpful online resource. Key features of this personalized portal include HP Insight Online (personalized dashboard), support forums, support case submittal, drivers, patch management, product pages, guided troubleshooting, top issues, warranty and contract details, and software updates. Service credits can also be managed through HPSC. HPSC access and functionality are enabled through the linking of the Customer's HP passport with Service Agreements, and must be done to enable all available features. For more information, visit hp.com/go/hpsc. Through HPSC, the Customer has access to: • Published Proactive Care reports for the Customer. • Subscription to hardware-related proactive service notifications, and participation in support forums for solving problems and sharing best practices with other registered users. • Expanded Web-based searches of entitled technical support documents to facilitate faster problem-solving. • Certain HP proprietary service diagnostic tools with password access. • A Web-based tool for submitting questions directly to HP. The tool helps to resolve problems quickly with a prequalification process that routes the support or service request to the resource qualified to answer the question. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone. • HP and available third-party hosted knowledge databases, which can be searched for certain third-party products in order to retrieve product information, get answers to support questions, and participate in support forums. This service may be limited by third-party access restrictions. • Services, which the Customer can browse, select, and schedule using credits, as well as view the current balance of available credits.
Replacement parts and materials	HP will provide replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts provided by HP shall be new or functionally equivalent to new in performance. All replaced parts become the property of HP unless optional Defective Material Retention or Comprehensive Defective Material Retention options have been purchased. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price for the replacement part. Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts. The repair or replacement of any supplies or consumable parts is the responsibility of the Customer. Some exceptions may apply; contact HP for more information. If a consumable part is eligible for coverage, as determined by HP, call-to-repair time commitments and onsite response times do not apply to repair or replacement of the covered consumable part. **Maximum supported lifetime/maximum usage** Parts and components that have reached their maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or replaced as part of this service.
Firmware updates for eligible products	As HP releases entitled firmware updates to HP hardware products, these updates are only made available to Customers with an active agreement that entitles them to access these updates. HP Proactive Care Advanced Customers will have the right to download, install, and use firmware updates for hardware products covered by this service, subject to all applicable license restrictions in HP's current standard sales terms. HP will verify entitlement to updates by reasonable means (such as an access code or other identifier), and the Customer is responsible for using any such access tools in accordance with the terms of this data sheet and other applicable agreements with HP. HP may take additional reasonable steps, including audits, to verify the Customer's adherence to terms of their agreements with HP, including this data sheet. For Customers with licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product), the Customer must also have, if available, an active HP Software Support agreement to receive, download, install, and use related firmware updates. HP will provide, install, or assist the Customer with the installation of firmware updates as previously described in this document only if the Customer has the license to use the related software updates for each system, socket, processor, processor core, or end-user software license as allowed by the original HP or original manufacturer software license terms.
Incident management service-level choices	
Hardware and software incident support	Each HP Proactive Care Advanced Service level includes problem prevention and incident management support for hardware and software products. For each HP Proactive Care Advanced service level, HP provides all the core problem prevention service features noted in table 2 and table 3, as well as the related core incident management service features noted in table 4. For hardware products, the HP Proactive Care Advanced portfolio offers three distinct hardware service levels.[10] • HP Next Business Day Proactive Care Advanced Service • HP 4-hour 24x7 Proactive Care Advanced Service • HP 6-hour Call-to-Repair Proactive Care Advanced Service The HP Proactive Care Advanced portfolio also offers the same three service levels with the inclusion of hardware defective media retention (DMR) and comprehensive defective material retention (CDMR) as additional optional features that the Customer may elect to purchase based upon their requirements. For eligible products, the DMR service feature option, if purchased, allows the Customer to retain a defective hard disk or eligible SSD/Flash drive that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the DMR. In addition to DMR, the CDMR service feature option, if purchased, allows the Customer to retain additional components that have been designated by HP as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the CDMR. The components that can be retained under this service feature are outlined in the document located at hp.com/services/cdmr.

[10] All service levels may not be available on all products.

Table 4. Incident management (continued).

Feature	Delivery specifications
	For software products, HP Proactive Care Advanced Service provides software support 24 hours per day, 7 days per week including HP holidays. Once a noncritical software service request (severity 3 or 4) is received, HP will respond to the call within 2 hours after the service request has been logged. HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help the Customer identify problems that are difficult to reproduce. The Customer receives assistance with troubleshooting incidents and resolving configuration parameters. For critical software response (severity 1 or 2) situations, please refer to the 'Enhanced call handling' feature described earlier in this document. The variations in the HP Proactive Care Advanced reactive hardware service levels are outlined in the section that follows. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.
Hardware incident support options	
HP Next Business Day Proactive Care Advanced Service	HP provides the following reactive service levels for the specific devices covered under this option: Hardware support coverage window: • Standard business hours, standard business days (9x5): Onsite service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays. Hardware onsite support response time: • Next Business Day onsite response: An HP authorized representative (CE) will arrive at the Customer's site during the onsite coverage window to begin hardware maintenance service on the next coverage day after the call has been received and acknowledged by HP. Service features are defined in the **Hardware onsite support** area of the "Service limitations" section. Availability of response times is dependent on the proximity of the Customer site to an HP-designated support hub. See table 6 for more details. Please contact HP for further information.
HP 4-hour 24x7 Proactive Care Advanced Service	HP provides the following reactive service levels for the specific devices covered under this option: Hardware support coverage window: • 24x7: Service is available 24 hours per day, 7 days per week including HP holidays. Hardware onsite support response time: • 4-hour onsite response: An HP authorized representative (CE) will arrive at the Customer's site during the onsite coverage window to begin hardware maintenance service within 4 hours after the call has been received and acknowledged by HP. Service features are defined in the **Hardware onsite support** area of the "Service limitations" section. Availability of response times is dependent on the proximity of the Customer site to an HP-designated support hub. See table 6 for more details. Please contact HP for further information.
HP 6-hour Call-to-Repair Proactive Care Advanced Service	HP provides the following reactive service levels for the specific devices covered under this option: Hardware support coverage window: • 24x7: Service is available 24 hours per day, 7 days per week including HP holidays. Hardware call-to-repair time commitment: For critical incidents (severity 1 and 2), HP will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours after the call has been received and acknowledged by HP. Service features are defined in the **Hardware onsite support** and **Hardware call-to-repair commitment** areas of the "Service limitations" section. Availability of response times and call-to-repair times is dependent on the proximity of the Customer site to an HP-designated support hub. See table 6 for more details. Please contact HP for further information. For noncritical incidents (severity 3 and 4) or at the Customer's request, HP will work with the Customer to schedule an agreed-upon time for the remedial action to begin, and the call-to-repair time commitment will then start at that time. Incident severity levels are defined in the **General provisions/Other exclusions** section. Call-to-repair time refers to the period of time that begins when the initial call has been received and acknowledged by HP or at the start time for work scheduled in agreement with the Customer, as specified in the **General provisions/Other exclusions** section. Call-to-repair time ends with HP's determination that the hardware is repaired, or when the reported event is closed with the explanation that HP has determined that it does not currently require onsite intervention. Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced. HP is not liable for any lost data, and the Customer is responsible for implementing appropriate backup procedures. Verification by HP may be accomplished by the completion of a power-on self-test, standalone diagnostic, or visual verification of proper operation. At its sole discretion, HP will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HP may temporarily or permanently replace the product in order to meet the call-to-repair time commitment. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP. It will take 30 days from the time this service is purchased to set up and perform necessary audits and processes so that the hardware call-to-repair time commitment can be put into effect. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HP will provide a 4-hour onsite response time. Enhanced parts inventory management (call-to-repair time commitment only) To support HP call-to-repair time commitments, an inventory of critical replacement parts is maintained for Customers who have selected the call-to-repair option. This inventory is stored at an HP-designated facility. These parts are managed to allow for increased inventory availability and are accessible to HP authorized representatives responding to eligible calls.
Software product and documentation updates	As HP releases updates to HP software, the latest revisions of the software and reference manuals are made available to the Customer. For selected third-party software, HP will provide software updates as such updates are made available from the third party, or HP may provide instructions on how the Customer can obtain any software updates directly from the third party. A license key or access code, or instructions for obtaining a license key or access code, will also be provided to the Customer when they are required to download, install, or run the latest software revision.

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Table 4. Incident management (continued).

Feature	Delivery specifications
	For most HP software and selected HP-supported third-party software, updates will be made available through the Software Updates and Licensing portal via the HPSC. The Software Updates and Licensing portal provides the Customer with electronic access to receive and proactively manage software product and documentation updates.
	For other HP-supported third-party software, the Customer may be required to download updates directly from the vendor's website.
License to use software updates	The Customer receives the license to use software updates to HP or HP-supported third-party software for each system, socket, processor, processor core, or end-user software license covered by this service, as allowed by the HP or original manufacturer software license terms.
	The license terms shall be as described in the HP software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.
HP recommended software and documentation updates method	For HP or HP-supported third-party software and documentation updates, the recommended delivery method will be determined by HP. The primary delivery method for software updates and documentation updates will be via download from the Software Updates and Licensing portal or a third-party hosted website.

Table 5. Optional additional access to technical expertise.

Feature	Delivery specifications
Proactive Select and Technical Services	The provision of additional technical expertise is an optional feature and is a flexible way to augment and complement the Customer's own IT team skills, providing specialist capacity on an as-needed basis. If the Customer wishes to access technical services from HP, such services can be provided through the per-event HP Technical Services portfolio or by purchasing HP Proactive Select. HP Proactive Select can be used by HP Proactive Care Advanced customers to purchase additional credits. More information on HP Proactive Select can be found at hp.com/services/proactiveselect,

Table 6. Service travel zones.

Feature	Delivery specifications		
Geographic locations	Travel zones and charges, if applicable, may vary in some geographic locations.		
Travel zones table for hardware onsite response time	**Distance from HP-designated support hub**	**4-hour hardware onsite response time**	**Next-day hardware onsite response time**
	0–100 miles (0–160 km)	4 hours	Next coverage day
	101–200 miles (161–320 km)	8 hours	1 additional coverage day
	201–300 miles (321–480 km)	Established at time of order and subject to availability	2 additional coverage days
	More than 300 miles (480+ km)	Established at time of order and subject to availability	Established at time of order and subject to availability
Hardware call-to-repair time commitment	A hardware call-to-repair time commitment is available for sites located within 50 miles (80 km) of an HP-designated support hub. Travel zones and charges may vary in some geographic locations. The hardware call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from an HP-designated support hub. For sites that are located from 51 to 100 miles (81 to 160 km) of an HP-designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in the table that follows.		
Travel zone table for hardware call-to-repair time commitment	**Distance from HP-designated support hub**	**6-hour hardware call-to-repair time**	
	0–50 miles (0–80 km)	6 hours	
	51–100 miles (81–160 km)	8 hours	
	More than 100 miles (160+ km)	Not available	

Service limitations

Services provided within the scope of one HP Proactive Care Advanced support contract are restricted to the IT environment under the direct day-to-day management of one IT manager, in one country. Unless otherwise specified or arranged, proactive and consultative services are performed during standard local HP business hours and days, excluding HP holidays. Except as otherwise noted in this document, the scope of HP Proactive Care Advanced Service is limited to the products under the HP Proactive Care Advanced support contract.

In cases where the Customer purchases additional HP Proactive Care Advanced support, the proactive service deliverables for the additional devices will be delivered with the existing devices under contract.

The Firmware and Software Version Report and Proactive Scan Report require the installation of the current version of HP Remote Support Technology with the data collections function enabled. Should HP Remote Support Technology not currently support any device, the Customer will be requested to manually collect the data required to enable HP to include that device in the reports listed above. In this event, HP will provide the Customer with clear instructions on how and when to manually collect and transfer the necessary data. This data needs to be supplied to HP within the required timelines in order for HP to include it in the reports listed above; otherwise, HP will be under no obligation to provide the reports listed above on these devices and there will be no reduction in fee charges for HP Proactive Care Advanced Service as a result.

The current supported devices list is available as part of the release notes for Insight Remote Support, which can be found at hp.com/go/insightremotesupport.

Scope of products covered
This service is available for selected servers, software, storage devices, storage arrays, network devices, and storage area networks only, as noted at hp.com/go/proactivecareadvancedtechnology.

The features of this service may differ, or be limited, based on specific devices or software. Please check with an HP sales office or HP sales representative for specific limitations and local availability.

General limitations
HP delivery staff will provide the required proactive deliverables defined in table 3 during standard local HP business hours, excluding HP holidays, either remotely or onsite at the discretion of HP. If these deliverables are required outside of standard business hours, additional charges may apply and are subject to local availability.

HP retains the right to determine the final resolution of all service requests.

Activities such as, but not limited to, the following are excluded from this service:

- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Operational testing of applications, or additional tests requested or required by the Customer
- Services that, in HP's opinion, are required due to improper treatment or use of the products or equipment
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- Backup and recovery of the operating system, other software, and data
- Implementation of any HP recommendations provided as part of this service
- Installation of any customer-installable firmware and/or software updates

HP Technology Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase.

Hardware call-to-repair commitment
If an upfront audit is required by HP, the hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe.

Hardware call-to-repair time options are specified in the "HP 6-hour Call-to-Repair Proactive Care Advanced Service" section (see table 4). All call-to-repair times are subject to local availability. Contact a local HP sales office for detailed information on availability.

The hardware repair time commitment may vary for specific products.

A call-to-repair time commitment does not apply when the Customer chooses to have HP prolong diagnosis rather than execute recommended server recovery procedures.

A call-to-repair time commitment does not apply if the Customer does not install and operate the current version of HP Remote Support Technology on all devices. A call-to-repair time commitment is also not available for devices that are not supported by HP Remote Support Technology. The Customer remains responsible for full payment of all fees associated with the provision of HP Proactive Care Advanced Services.

Call-to-repair time commitments and onsite response times do not apply to the repair or replacement of defective or depleted batteries for selected enterprise storage arrays and enterprise tape products.

If the Customer requests scheduled service, the repair timeframe begins from the agreed-upon scheduled time.

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery via a courier of customer-replaceable parts such as a keyboard, a mouse, certain hard disk drives, and other parts classified by HP as Customer Self Repair (CSR) parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.

If the Customer agrees to the recommended CSR and a CSR part is provided to return the system to operating condition, the onsite service level shall not apply. In such cases, HP practice is to express ship to the Customer location the CSR parts that are critical to the product's operation. For more details on the CSR process and parts, please refer to hp.com/go/selfrepair.

The following activities or situations will suspend the call-to-repair time calculation (if applicable) until they are completed or resolved:

- Any Customer or third-party action or inaction impacting the repair process
- Any automated recovery processes triggered by the hardware malfunction, such as disk mechanism rebuild or sparing procedures
- Any other activities not specific to the hardware repair but required to verify that the hardware malfunction has been corrected, such as rebooting the operating system

HP reserves the right to modify the call-to-repair time commitment as it applies to the Customer's specific product configuration, location, and environment. This is established at the time of the support agreement order and is subject to resource availability.

Hardware onsite support
At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery via a courier of customer-replaceable parts such as a keyboard, a mouse, other parts classified as CSR parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support.

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods previously described.

Response times are dependent on the location of the Customer's site in relation to a designated HP support office. To check service availability, the Customer should contact their local HP Services representative.

For technical hardware issues that cannot, in HP's judgment, be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.

Once an HP authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available. Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products. Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.

Notwithstanding anything to the contrary in this document or HP's current standard sales terms, HP will, for selected enterprise storage arrays and enterprise tape products, cover and replace defective or depleted batteries that are critical to the proper operation of the covered product.

For incidents with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to respond onsite in accordance with the purchased hardware onsite reactive coverage level of the affected device.

Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by HP, as described in the **General provisions/Other exclusions** section. The onsite response time ends when the HP authorized representative arrives at the Customer's site, or when the reported event is closed with the explanation that HP has determined it does not currently require onsite intervention.

Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Response time options available for eligible products are specified in the Service-level options table. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.

In the event that a CSR part is provided to return the system to operating condition, the onsite response time, if any, shall not apply. In such cases, HP practice is to express ship to the Customer location the CSR parts that are critical to the product's operation. For more details on the CSR process and parts, please refer to: hp.com/go/selfrepair.

Software
For a Customer with multiple systems at the same location, HP may limit the number of physical media sets containing software product and documentation updates provided as part of this service.

Software updates are not available for all software products. When this service feature is not available, it will not be included in this service.

For some products, software updates include only minor improved features. New software versions must be purchased separately.

HP Technology Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase.

Limitations to the defective media retention and comprehensive defective material retention service feature options
The defective media retention and comprehensive defective material retention service feature options apply only to eligible data retentive components replaced by HP due to malfunction. They do not apply to any exchange of data retentive components that have not failed.

Data retentive components that are specified by HP as consumable parts and/or have reached the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not covered by this service.

Defective media retention service and comprehensive defective material retention service coverage for options designated by HP as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored, and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Customer is overusing the defective media retention or comprehensive defective material retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

Service prerequisites

HP, at its sole discretion, may require an audit on the covered products. If such an audit is required, an HP authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit enables HP to plan and maintain replacement part inventories at the appropriate level and location, and allows HP to survey and troubleshoot possible future hardware incidents so that repairs can be completed as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone.

If an audit is required by HP, it will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put into effect. The hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. Until such time, service for the covered hardware will be delivered at a 4-hour onsite response time service level.

In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe, unless the delay is caused by HP.

For hardware call-to-repair time commitments, HP requires that all devices and configurations must be supported by HP Remote Support Technology and the Customer must install and operate the current version of HP Remote Support Technology with a secure connection to HP, in order to enable the delivery of the service.

The installation and use of HP Remote Support Technology, including the installation and enabling of any agents and data transfer to HP, is required to deliver the Firmware and Software Version Report, Proactive Scan Report, hardware call-to-repair time commitment, remote monitoring, and automated call logging deliverables of the HP Proactive Care Advanced Service. During any such time that the Customer has not deployed HP Remote Support Technology, or if Customer configurations or devices are not supported by HP Remote Support Technology and the Customer does not take the steps necessary to provide the data required to HP, HP is not obligated to provide any impacted deliverables, and the Customer remains responsible for full payment of all fees associated with the provision of the HP Proactive Care Advanced Service.

Installation of customer-installable firmware and software is the responsibility of the Customer. There will be additional charges if the Customer requests that HP install customer-installable firmware and software updates. Any additional charges to the Customer will be on a time and materials basis, unless otherwise previously agreed to in writing by HP and the Customer. To be eligible to purchase this service, the Customer must be properly licensed to use the revision of the software product that is current at the beginning of the support agreement period; otherwise, an additional charge may be applied to bring the Customer into service eligibility.

The Customer must have rightfully acquired the license for any underlying firmware that will be covered under these services.

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, HP or the HP authorized service provider will, at HP's discretion, i) not be obligated to deliver the services as described or ii) perform such service at the Customer's expense at the prevailing time and materials rates.

The Customer must provide accurate and complete information in a timely manner as required for HP to perform the services.

For the proactive services provided by HP Proactive Care Advanced Service, the Customer will provide HP with the appropriate system manager contact information (name, email, and phone number) for the primary person responsible for the operational viability of the HP Proactive Care Advanced covered infrastructure. The Customer will identify a focal point and an internal Customer team to work collaboratively with the HP assigned ASM.

The call-to-repair time commitment is subject to the Customer providing immediate and unrestricted access to the system, as requested by HP. The call-to-repair time commitment does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

Upon HP request, the Customer will be required to support HP's remote problem resolution efforts as well as proactive deliverables. The Customer will:

- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Run data collection 'scripts' on behalf of HP when they cannot be initiated from HP Remote Support Technology
- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer is responsible for installing and configuring all supported devices and maintaining the appropriate HP Remote Support Technology with a secure connection to HP. The Customer is responsible for providing all necessary resources in accordance with the HP Remote Support Technology release notes in order to enable the delivery of the service and options. The Customer must also provide any hardware required to host HP Remote Support Technology. When an HP remote support solution is installed, the Customer must also maintain the contact details configured in the version of HP Remote Support Technology that HP will use in responding to a device failure. The Customer should contact a local HP representative for further details on requirements, specifications, and exclusions. For scheduled calls, the Customer shall promptly make the equipment available to HP for remedial activities at the agreed-upon time.

HP Technology Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase.

In cases where CSR parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by HP. In the event that HP does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HP list price for the defective part or product, as determined by HP.

In order for HP to provide Collaborative Call Management, the Customer must have an active support agreement with the software vendor that includes the required service level and features that allow the Customer to place calls and receive support from the vendor. If the vendor requires it, the Customer will take any steps necessary to ensure that HP can submit calls on the Customer's behalf. In addition, the Customer must provide HP with the appropriate information needed for HP to initiate a service call with the software vendor on behalf of the Customer. If the Customer does not meet these requirements, HP will not be able to transfer calls to the vendor and assumes no responsibility for failure to do so. HP's obligations are limited to the placement of support calls only. Purchase of Collaborative Call Management does not assign the support agreement between the Customer and vendor to HP. The Customer remains responsible for the performance of their obligations under such agreements, which include payment of all applicable fees, including any fees that may apply as a result of logging calls with the vendor. HP is not liable for the performance or non-performance of third-party vendors, their products, or their support services.

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as CSR parts and replacement products delivered to the Customer.

The Customer is responsible for testing any preventative recommendations prior to implementation into production to ensure and to confirm interoperability within their IT environment. Prior to the implementation of any recommendations, the Customer should read and understand any prerequisites, procedures, or requirements as specified in the supporting documentation of the update.

The Customer shall work with HP to schedule delivery of the HP Proactive Care Advanced Service features identified for delivery for a specified number of times on an annual basis. Delivery shall be scheduled for each 12-month period of the annuity support agreement. No deliverables or entitlements shall be carried forward from one 12-month period to the next.

The Customer will:

- Take responsibility for registering to use the HP or third-party vendor's electronic facility in order to access knowledge databases and obtain product information; HP will provide registration information to the Customer as required; additionally, for certain products, the Customer may be required to accept vendor-specific terms for use of the electronic facility
- Retain and provide to HP upon request all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service
- Take responsibility for acting upon any hardcopy or email notification the Customer may receive in order to download the software update or to request the new software update on media, where this option is available
- Use all software products in accordance with current HP software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service

If required by HP, the Customer or HP authorized representative must activate the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within the Care Pack documentation or the email document provided by HP, or as otherwise directed by HP. In the event that a covered product changes location, activation and registration (or proper adjustment to existing HP registration) is to occur within 10 days of the change.

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitizing or removing data from products that may be replaced and returned to HP as part of the repair process to ensure the safeguarding of the Customer's data. More information on Customer responsibilities, including those outlined in the HP Media Sanitization Policy and Media Handling Policy for Healthcare Customers, can be found at hp.com/go/mediahandling.

If the Customer chooses to retain repair parts covered under the defective media retention and/or comprehensive defective material retention service feature options, it is the Customer's responsibility to:

- Retain covered data retentive components that are replaced during support delivery by HP
- Ensure that any Customer sensitive data on the retained covered data retentive component is destroyed or remains secure
- Have an authorized representative present to retain the defective data retentive component, accept the replacement component, provide HP with identification information such as the serial number for each data retentive component retained hereunder, and, upon HP request, execute a document provided by HP acknowledging the retention of the data retentive component
- Destroy the retained data retentive component and/or ensure that is not put into use again
- Dispose of all retained data retentive components in compliance with applicable environmental laws and regulations

For data retentive components supplied by HP to the Customer as loaner, rental, or lease products, the Customer will promptly return the replacement components at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased components or products to HP, and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.

General provisions/Other exclusions

HP will acknowledge a call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for the start of remedial action. Note: For events received via HP electronic remote support solutions, HP is required to contact the Customer, determine the incident severity with the Customer, and arrange access to the system before the hardware call-to-repair time or hardware onsite response time period can start.

Onsite hardware support response times and call-to-repair time commitments, as well as software support remote response times, may differ depending on incident severity. The Customer determines the incident severity level.

Incident severity levels are defined as follows:

Table 7. Incident severity levels

Severity 1	Critical Down	For example, the production environment is down; a production system or production application is down or at severe risk; data corruption, loss, or risk has occurred; business is severely affected; there are safety issues.
Severity 2	Critically Degraded	For example, the production environment is severely impaired; a production system or production application has been interrupted or compromised; there is risk of reoccurrence; there is significant impact on the business.
Severity 3	Normal	For example, a non-production system (e.g., test system) is down or degraded; a production system or production application has been degraded with a workaround in place; noncritical functionality has been lost; there is limited impact on the business.
Severity 4	Low	There is no business or user impact.

HP Technology Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase.

Ordering information

All units and options with individually sold HP Care Pack services must be ordered with the same service level as the product or enclosure that they are installed in, if that service level is available on those units.

HP Proactive Care Advanced is not designed to be purchased on software-only configurations due to the integrated nature of the service deliverables. Thus, the software and hardware should be purchased with the same HP Proactive Care Advanced service level.

Local availability: The Customer may order support from HP's current support offerings. Some offerings, features, and coverage (and related products) may not be available in all countries or areas.

To order the service with the comprehensive defective material retention service feature, the defective media retention service feature must also be ordered.

To obtain further information or to order HP Proactive Care Advanced Service, contact a local HP sales representative or authorized HP reseller and reference the following product numbers (x denotes the service length in years; options are 3, 4, or 5 years).

Table 8. HP Proactive Care Advanced configurable/flexible Care Pack services.

H8B33Ax	HP Next Business Day Proactive Care Advanced Service
H8B34Ax	HP Next Business Day with DMR Proactive Care Advanced Service
H8B35Ax	HP 4-hour 24x7 Proactive Care Advanced Service
H8B36Ax	HP 4-hour 24x7 with DMR Proactive Care Advanced Service
H8B37Ax	HP 6-hour Call-to-Repair Proactive Care Advanced Service
H8B38Ax	HP 6-hour Call-to-Repair with DMR Proactive Care Advanced Service

Table 9. HP Proactive Care Advanced Contractual services.

H8B33AC	HP Next Business Day Proactive Care Advanced Service
H8B34AC	HP Next Business Day with DMR Proactive Care Advanced Service
H8B35AC	HP 4-hour 24x7 Proactive Care Advanced Service
H8B36AC	HP 4-hour 24x7 with DMR Proactive Care Advanced Service
H8B37AC	HP 6-hour Call-to-Repair Proactive Care Advanced Service
H8B38AC	HP 6-hour Call-to-Repair with DMR Proactive Care Advanced Service

For the complete list of HP Proactive Care Advanced non-configurable/fixed Care Pack services, please contact your local HP sales representative or HP reseller.

Resources

Insight Remote Support release notes:
hp.com/go/insightremotesupport

HP Proactive Care Advanced supported products list:
hp.com/go/proactivecareadvancedtechnology

Software Product List Collaborative Support provided by HP:
hp.com/go/collaborativesupport

HP Proactive Select Services:
hp.com/services/proactiveselect

HP Support Center:
hp.com/go/hpsc

HP Media Sanitization Policy and Media Handling Policy:
hp.com/go/mediahandling

HP Comprehensive Defective Material Retention:
hp.com/services/cdmr

Customer Self-Repair information:
hp.com/go/selfrepair

For more information

For more information on HP Proactive Care Advanced Service or other HP Systems Support services, contact any of our worldwide sales offices or visit the following websites:

- HP support services: **hp.com/services/support**
- HP Care Pack services: **hp.com/services/carepack**

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